

City of Springfield, Missouri
CITIZENS' INFORMATION SERVICE

Control Number: _____

Date Received: 1-23-75
Target Date for
Correction/Investigation: 1-24-75
Abatement Date: _____

PART I

Name of
Caller Mr. Page
Address _____
Phone No. _____

Location of
Problem _____

PART II

Nature of Inquiry: Request for Service _____ Complaint X
Recommendation _____ Other _____

PART III

*Topic: At N.E. Corner of Grand & Weller sump pump discharge
from house is going into road causing ~~ice~~ icy conditions.

Received By: G. Cole
Department: Public Works

Referred To: 1) Newman 2) _____
3) Munden 4) _____

PART IV

*Reply:

Drafted By: _____
Department: _____

Date Citizen Advised: _____
By: Phone _____ Letter _____ Other _____
Acknowledgment Sent: _____

CITIZENS' INFORMATION SERVICE FORM

Using the Form

This form is a tool. The important thing is that you use it in such a way that you obtain the desired final result--the fulfilling of the information/service request or the alleviation of the complaint.

Use of the form is relatively simple. Prepare the minimum copies required--multi-department or section inquiries will require additional copies to permit concurrent processing. One copy shall be forwarded to the Manager's office on the day the form is initiated and/or received by a department. The original will be forwarded on the day abatement/action is completed. When a lengthy investigation or project results from an inquiry, close-out this form and reference the investigation or project applicable.

The Department Information Service Coordinator(s) shall be responsible for assigning control numbers. The first control number is assigned by the department initially receiving the inquiry. Subsequent control numbers will be assigned by the receiving departments when routing to another department occurs.

Good judgement will dictate the target date for correction/investigation, but normally, abatement/action should be taken within 24 hours--always notify the person making the inquiry. When a target date has not been met, acknowledgment that the action is being taken shall be sent to the person and recorded in Part IV.

PART I

Note the name, address, and the telephone number of the inquirer. Where the problem originates can be important, so indicate the specific location.

PART II

Is the inquiry a request for service? A complaint? A recommendation? Other, such as an inspection? Check the appropriate blank.

PART III

Topic: Here briefly note the nature of the inquiry. Be sure (1) that you understand it and (2) that the person has given you sufficient information. To accomplish point 2, it often is necessary to repeat the information that you received.

Note your name as having received the inquiry and your department.

PART IV

From this point, the form will follow the procedure set-up in your department. Normally, a coordinator will log, route, and monitor the action being taken and will assign this form to the person or section to make the investigation and draft the reply. Complete the blocks accordingly.